10165 SW 102nd ct Tualatin, OR 97062

805-612-9964 semcfj@yahoo.com

S. Elyse Macquarrie

Objective

Leadership, self-motivation, customer service, and sales skills are professional traits that are fine-tuned through hands-on experience. With this knowledge, I have used my talents for the purpose of increasing the productivity of the companies that I have had the pleasure of working with.

Work experience

**Randstad Staffing, Inc**

**for Bank of America**

Aug. 2010 - April 2011 Mortgage Loan Processor Hillsboro, OR

Processed Mortgage loans in a centralized fulfillment center. Worked with mortgage loan officers and directly with customers to convey necessary information and obtain loan conditions and documents. Kept customers informed and up to date on the loan status. Reviewing the credit, title, appraisals and other documents along with verifying the borrower's credit history. Completion of loan files through closing. Maintaining excellent customer service throughout the process.

**Pathfinders Mortgage, Inc**

Aug. 2008 - Aug 2010 Administrative Assistant Sherwood, OR

Maintained Loan officer records and personnel files, including the hire and termination processes. Assisted the Senior in house loan processor with various daily tasks.

Other secretarial duties including: answering multi-line phone system, preparation of mailers, working with loan officers via phone and email, maintaining loan databases, greeting walk-in customers, keeping up-to-date on current OR loan policies and procedures, and various duties as assigned.

**US Bank**

Jan. 2007- July. 2008 Customer Service Teller Tigard, OR

Creation and maintenance of new and existing customer accounts. Formed valuable relationships with banking customers on a daily basis. Provided excellent customer service for existing customers.

**Keller Williams**

Jan. 2008- March 2008 Administrative Assistant Lake Oswego, WA

Sales and courtesy calls. Filing and maintenance of existing files. Prepared mailers and mailing lists. Kept records and database of customers and phone lists. Meeting with customers to discuss real estate and have documents signed.

**ACS**

August 2006-2007 Customer Service Support Tualatin, OR

Answered incoming calls, resolved technical issues with customer’s cellular phones and other telephony services, activated accounts for new customers, answered questions regarding charges, explained technical details over the phone, upgraded products and services.

Education

**High School**

2000- 2005

Pacifica High

600 West Gonzales Rd  
Oxnard, CA 93036

Achievements, Skills, and abilities

Excelling in customer service and customer relationships

Outstanding people skills

Proven ability to work efficiently and effectively under pressure

Superb verbal and written communication

Strong attention to detail

Typing- 65 WPM

10 key 100 KPM

Proficient in Microsoft Word, Excel, Outlook, and PowerPoint

REFERENCES

Joe Russo

Former Employer/ Insurance Sales

(503) 810-5366

Glen Wang

Former Manager US Bank

(971) 998-5028

Darleen Maness

Former Co-worker

(503) 250-3440

Joe Im

Personal Reference

(503) 808-2530